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## ABSTRACT

To assist the youthful learner of English as a second language in dealing with making doctor's appointments, a series of dialogs, comprehension questions, readings, and points of discussion are presented. The text is illustrated. (JB)

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**STUDENT LESSON #7**

**MEDICAL SERVICES**

**UNIT ONE: CALLING FOR AN APPOINTMENT**

English for Living

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## OBJECTIVES

When you finish this module you will be able to:

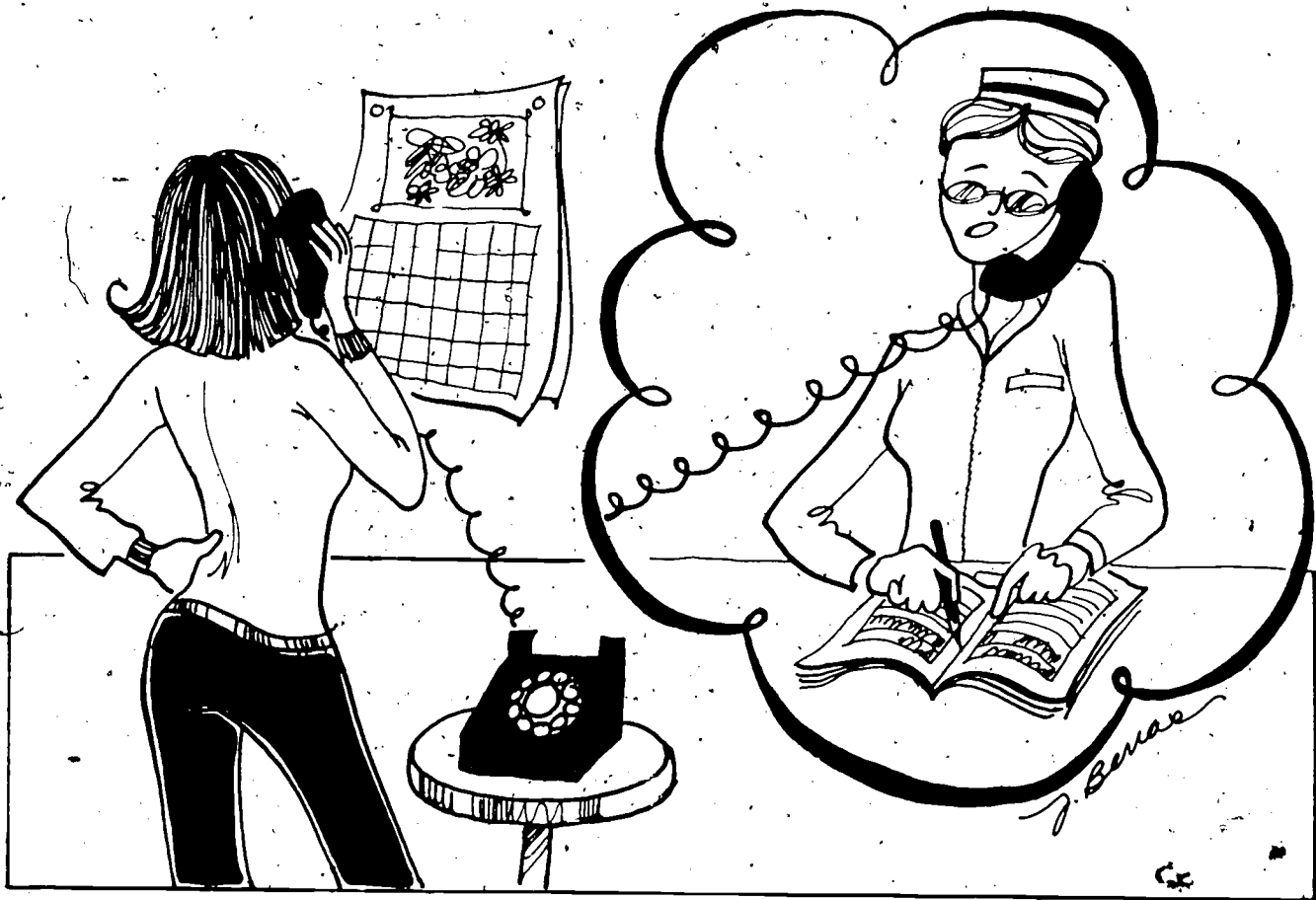
1. Call a doctor's or dentist's office to make an appointment.
2. Know what to do when you must talk with an answering service (exchange).

## SITUATION SETTER

Many times we have to call offices of doctors or dentists in order to make appointments. We must be able to answer the questions the nurse asks us, and we must understand clearly the date, day and time of the appointment.

## BACKGROUND TO THE DIALOG

Carmen Maria wants to see the doctor for a checkup. She's talking to the nurse on the telephone.



### DIALOG 1: DOCTOR'S OFFICE

Nurse: Dr. Johnson's office. May I help you?

Carmen Maria: Yes, please. I would like to make an appointment.

Nurse: What's the best time for you?

Carmen Maria: Any weekday, in the evening.

Nurse: Would Wednesday, March 31st, at 7:30 be all right?

Carmen Maria: Yes, that'll be fine.

Nurse: May I have your name, please?

Carmen Maria: Yes. My name is Carmen Maria Perez.

Nurse: Would you spell that please?

Carmen Maria: C-A-R-M-E-N M-A-R-I-A P-E-R-E-Z.

Nurse: Thank you, Mrs. Perez. We'll see you Wednesday, March 31st, at 7:30 p.m.

Carmen Maria: Thank you.

### COMPREHENSION QUESTIONS

1. What's Carmen Maria doing?
2. Whom is she calling?
3. Why is she calling?
4. What's the best day for Carmen Maria?
5. What's the best time of day?
6. When is her appointment?

### POINTS FOR DISCUSSION

1. In your country, is it necessary to make an appointment when you want to see the doctor?
2. Do you like to make appointments over the telephone.
3. Do you find it difficult to understand English over the telephone?
4. Is it important to be able to use the telephone and to listen carefully?
5. What should you do if you are talking on the telephone and you don't understand what the other person says?

### LISTENING COMPREHENSION SKILL

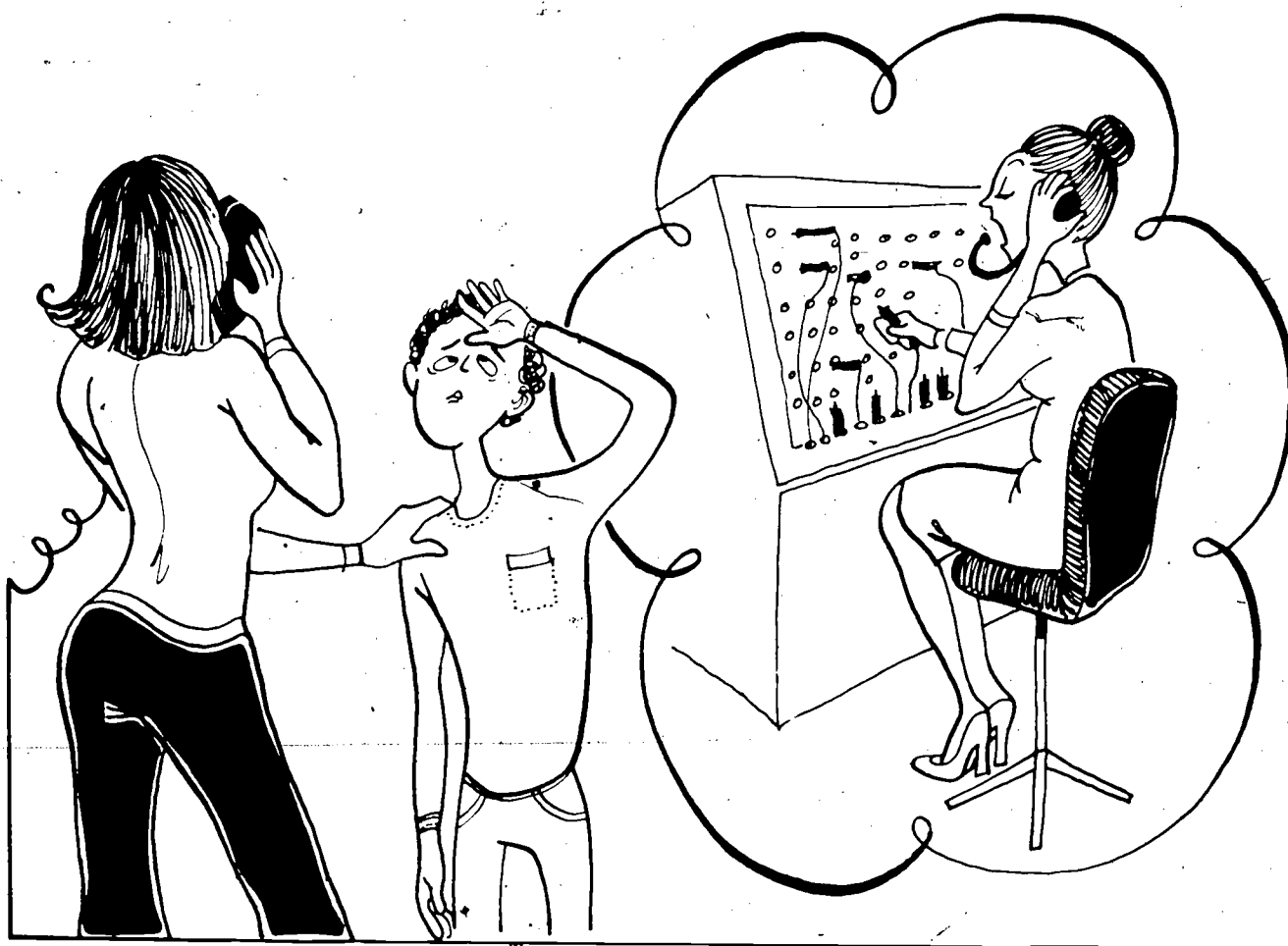
It's a good idea to write down your appointment while you are talking to the nurse. Usually, she will repeat the date and time to you before you hang up.

Mark the following appointments on your calendar as your teacher reads them to you:

1. You have an appointment with Dr. Johnson on Tuesday, April 5th, at 1:00 in the afternoon.
2. You have an appointment with Dr. Anderson on Thursday, April 19th, at 7:30 p.m.
3. You have an appointment with Dr. Wilson on Friday, April 26th, at 10:15 a.m.

## BACKGROUND TO DIALOG 2

Sometimes you need the doctor at a time when the office isn't open. When this happens, you will get the doctor's answering service, also called "the exchange." They will take the necessary information and give the doctor your message. Then, the doctor will call you back.



## **DIALOG 2: EXCHANGE (ANSWERING SERVICE)**

**Voice:** Dr. Bond's exchange. May I help you?

**Carmen Maria:** Yes, I would like to get in touch with Dr. Bond as soon as possible.

**Voice:** Is this an emergency?

**Carmen Maria:** No, but I must get in touch with him as soon as possible.

**Voice:** What's the problem?

**Carmen Maria:** My son, nine years old, has a temperature of 103 degrees and a sore throat.

**Voice:** May I have your name and phone number, please?

**Carmen Maria:** My name is Carmen Maria Perez and my phone number is 356-0987.

**Voice:** I'll have Dr. Bond call you as soon as possible.

**Carmen Maria:** Thank you very much.

## **COMPREHENSION QUESTIONS**

1. Is Carmen Maria talking to the nurse in the doctor's office?
2. To whom is she talking?
3. Will they be able to help her? How?
4. Is it an emergency?
5. Is Carmen Maria sick?
6. Who's sick?
7. What's the problem?
8. What information does the exchange ask for?
9. What will the exchange do?
10. Has your mother ever tried to call a doctor who was not in his office? What happened?

**ROLE PLAY:** Choose another student to be the doctor or answering service.

1. You have the flu and you want to see the doctor. The best time for you is the morning and the best day is Monday. It is not an emergency. Make an appointment with Dr. Richard.
2. You have a toothache and you need to see the dentist as soon as possible. It is not an emergency. The best time is the afternoon and the best day is Tuesday. Make an appointment with Dr. Sampson.
3. Your child has not been feeling well and you want to take him to the doctor as soon as possible. The best time is the morning; the day is not important. It is not an emergency, but you would like to go as soon as possible. Make an appointment with Dr. Fisk.

4. Your sister is very sick. It is an emergency. You need the doctor right away. Call the doctor and explain the situation. His name is Dr. Merchant.
5. You call the doctor and he is not in his office. The exchange answers. Your brother is sick and you want to speak to the doctor as soon as possible. Give the necessary information. Give your name and phone number. (Use real information where possible.) You're calling Dr. Donaldson.
6. You call the dentist and he is not in. The answering service answers. You have a terrible toothache, and you want to see the dentist as soon as possible. The dentist's name is Dr. Wilson.